

THE MUNI MEMO

OF THE PEOPLE, BY THE PEOPLE, FOR THE PEOPLE OF THE SAN FRANCISCO MUNICIPAL RAILWAY

Annual Awards Drawing and Reception Slated

For all you 1991 awards winners out there, don't forget the Annual Awards Reception and Drawing to be held on Thursday, January 16th at 5:30 p.m. at Oz at the Westin St. Francis Hotel.

That's when you may be lucky enough to win a trip to Hawaii, dinner for two at a major San Francisco restaurant, or a host of other prizes.

Master of Ceremonies will be Harry Osibin (aka Harry O) of Live 105. Entertainment and music will be provided by the Merl Saunders Trio.

As in past years, Muni will recognize the many hotels, restaurants and businesses that have contributed to Muni's Awards Program.

This year Special Recognition for Outstanding Contributions to the Municipal Railway will be made to Enid Lim, Muni liaison to the Chinese community, Bruce Oka, Chair of Muni's Accessibility Advisory Committee, and La Casa Hispana, a Spanish translation service that has provided pro-bono translation of public information materials to Muni.

Mark your calendars, if you haven't already done so, and get ready for a fun evening!

Streetcar to be Released From Slammer This Year

An old Market Street Railway streetcar, built in San Francisco in 1923 and taken out of service in 1948, will be back on the streets soon, after a two-year stint in prison.

Car 798 was sold at auction and then spent 40 years as a novelty shop in the Gold Country until its former owners donated it to Muni's Historic Trolley Festival.

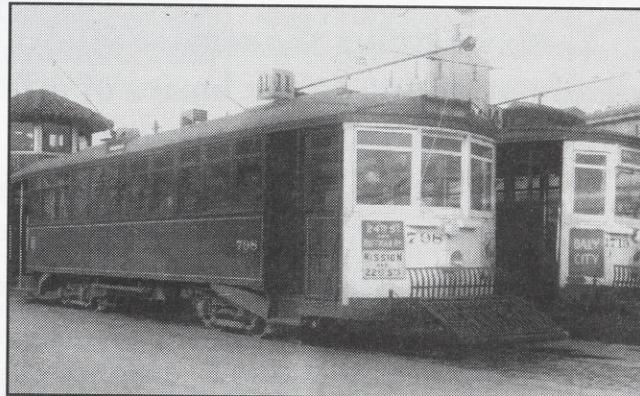
Because it would have been too costly to renovate in-house, Muni contracted with the Deuel Vocational Institute, a medium-security prison near Tracy, California, to rebuild the streetcar. Since

1989, inmates of Deuel, under the management of general contractor George Pattee, have been giving the car new life. An average of 14 prisoners a month from various vocational shops at the institution, including the auto, machine, upholstery, cabinet and mill shops have contributed to the rebuilding of car 798.

The inmates, who had to learn the technology of the 1920s to rebuild the car, have contributed approximately

9000 hours to the project.

According to Muni Historic Trolley Festival mechanic, Karl Johnson, "When Muni gets it back, car 798 will be 95% brand new with new trucks, motors, mechanical systems, upholstery and wood-work." It will also have its original color scheme, a green body with yellow roof and the



Car 798 will soon be back on the streets of SF after being renovated by the Deuel Vocational Institute.

characteristic white ends of the "white front" trolleys of the twenties.

After serving its time, "white front" car 798 will join the other 25 cars of Muni's historic streetcar fleet sometime this year and will once again carry passengers in San Francisco. Many thanks to George Pattee and the Deuel Correctional Institute inmates, whose skills have resurrected an important vehicle for San Francisco's Historic Trolley Festival.

Management Message



Recently, Deputy General Manager of Transportation Kathy Gilbert issued an operations bulletin on renewing the service ethic at Muni. Although the bulletin was geared toward operators, its main points apply to all of us and are good guidelines for doing our jobs well as we enter the New Year under a new mayoral administration.

1. Providing quality service to the riding public is the reason that the Municipal Railway exists.

2. Maintaining the service ethic means paying steady attention to the basics of efficiently operating a major public transportation system.

3. The image of Muni remains high if quality service is provided by obeying rules of safety, courtesy, cleanliness and appearance.

4. We need to ask ourselves: "Are we doing all that we can to provide a truly quality service to our passengers?"

By keeping these guidelines in mind, we can help to maintain Muni's service ethic and contribute to the efficient running of San Francisco. Have a very happy, prosperous and productive New Year.

Johnny Stein
General Manager

Editor's Box

Dear Reader,
Happy New Year!

Sincerely,
Anne Milner
Editor

Job File

5190 Director of Public Works, Department of Public Works, \$103,440-125,734 annually. Resume and cover letter must be submitted to Rudolf Nothenberg, CAO, by January 13th. For information, call Joan Lubamersky at 554-4851. **5138 Hetch Hetchy Project Superintendent of Operations**, Hetch Hetchy, Moccasin, \$63,504-77,185. Apply immediately. For information, call 554-1660. **3450 Agricultural Inspector**, \$27,352,-33,098 annually. Apply immediately. For information, call 557-4843. **2322 Head Nurse**, Laguna Honda Hospital, \$55,937-72,155 annually. Apply immediately. For information, call 206-5029. **9212 Airfield Safety Inspector**, SF Airport, \$36,582-44,356 annually. Apply immediately. For information, call 876-2187. **9207 Airport Property Specialist I & II**, SF Airport, \$42,811 - \$52,007 and \$49,518-\$60,181 annually. Apply immediately. For information, call 876-2187.

Unsung Hero



Employee Notice

Help the Blind

The Rose Resnick Center for the Blind and Visually Impaired needs volunteers to read to blind clients in their homes, to assist with shopping and act as a companion on walks, to help in the recreation program and to contribute skills such as cooking and arts and crafts. For information on volunteering and to learn more about available services for the visually impaired, call 415-441-1980

Congrats!

The Division Operators of the Month for December were

Cable Car: Harvey Hughes
Flynn: Constance Thomas
Green: Joseph Taylor
Kirkland: Roger Blalark
Potrero: Gladys Thomas
Presidio: Chuck Lun Young
Woods: Marco Escobar

Credits

The Muni Memo is published by the Community Affairs Department of Muni.

Contributions and comments may be addressed to the Muni Memo, Room 238, 949 Presidio Avenue, San Francisco, CA 94115, telephone 923-6162.

Editor: Anne Milner

Photography: Carmen Magana

Ken Johnson

Cynthia Good

Gretchen Hildner

Kurt Wong

Desktop Layout: Peter King

Printing:

PUC/Muni Reproduction

Mary Starks

2708 Custodian at Green Light Rail for her tireless efforts in maintaining that facility, decorating rooms for parties and spreading good cheer all around.

Background: Mary was born in Shreveport, Louisiana but moved to San Francisco's Western Addition when she was two and a half. She attended Raphael Weil Elementary, then went on to Girls Junior High

She was broken in at all divisions and was assigned to the old Geneva building. When Green Light Rail opened in 1984, Transportation personnel petitioned for Mary to move along with them to the new facility and that's where she's been ever since.

FAMILY: Mary has one daughter, Lucretia, who is studying Industrial Arts and Design at San Francisco State, and a sister, Barbara Jean McLemore, who is a receiver in the Dispatcher's Office at Woods.

WHY MY JOB IS IMPORTANT:

Facilities must be maintained and kept clean at all times. Cleanliness is critically important. Someone has to do it and I've chosen to be that someone.

WHY I LIKE WHAT I DO: I've never had so many friends before. Whenever I go on vacation, employees at Green jokingly tell me that they went home to use the bathroom until I came back. They tell me they miss me and appreciate my thoroughness. I say do you miss me or my cleaning and they always say "you."

SOMETHING NOT MANY PEOPLE KNOW ABOUT ME: I'm an artist. I like working with oils, sketching with pencil and sculpting. One day I hope to master portrait painting. My daughter has inherited my artistic ability and is getting a degree in industrial art. I also have psychic powers. Some people may think that's crazy but it's true. Sometimes I can read people's minds, I had a dream about my sister being in a car accident which came true, and the day before the 1989 earthquake I went to Kaiser with a roaring in my ears that couldn't be explained medically. The next day the earthquake hit and I knew I must have been psychically hearing the earth move before the quake.

WORDS OF WISDOM: Whatever you do, do it to the best of your ability and you will be satisfied in the end.



Photo: Carmen Magana

*Mary Starks with photo of actor
Billy D. Williams.*

School. While she was at Girls, education officials decided to make it co-ed and it became Benjamin Franklin Junior High. Mary attended Polytechnical High School for two years and then graduated from Galileo High. Following high school, she attended City College for a semester. Soon after she began her custodial career although at the time she didn't know it would lead to a job with the City. She worked at Janitorial Cleaners in San Mateo, for a private cleaning contractor, for several residence clubs as both a maid and waitress, and for the Sir Francis Drake Hotel as a chamber maid. In the mid-seventies she worked as an aide at a number of elementary schools throughout the City, while going to school at night in custodial training.

In 1975, she applied for a job with the City but because of mail problems failed to meet the deadline for application materials. She had to wait almost ten years before she could apply again and was finally hired by Muni in 1983.

Awards



December Systemwide Operator of the Month

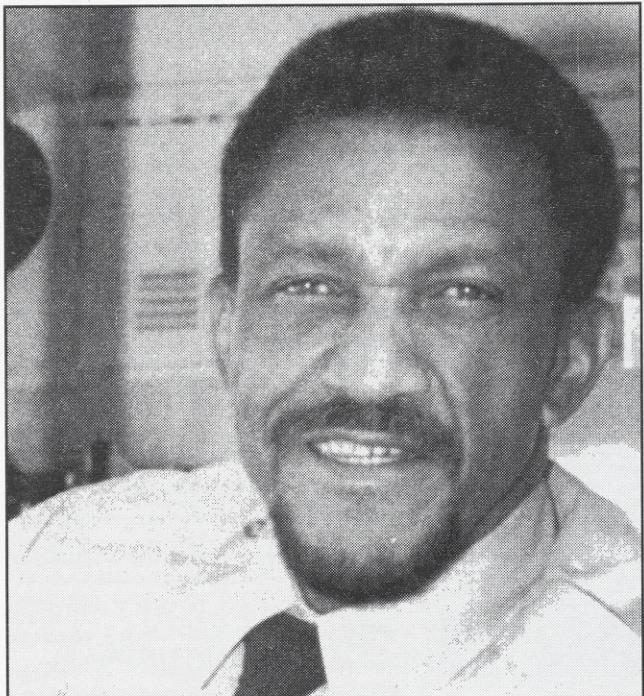


Photo: Ken Johnson

Systemwide Operator of the Month Elvin Lester of Presidio Division.

Name: Elvin Lester
Division: Presidio
Years with Muni: 18
Background:
Birthplace: Shreveport, Louisiana
Previous Employment: Depue Warehouse in SF for six years.
Marital Status: Divorced
Children: Bridget Denise, 25 and Brian Keith, 9
Hobbies and Interests: Golf

December Maintenance Worker of the Month

Name: Eric Kai Lee
Division: Potrero
Position: Electrical Transit Mechanic
Years with Muni: 14
Background:
Birthplace: Canton, China
Education: Graduated from Galileo High
Previous Employment: Telephone equipment installer for Western Electric
Marital Status: Married to Iris
Children: Karen, 8, and Albert, 5.
Hobbies and Interests: Reading and tennis
Words of Wisdom: "Do your job right the first time."



Photo: Carmen Magana

Maintenance Worker of the Month Eric Kai Lee of Potrero Division.

Awards

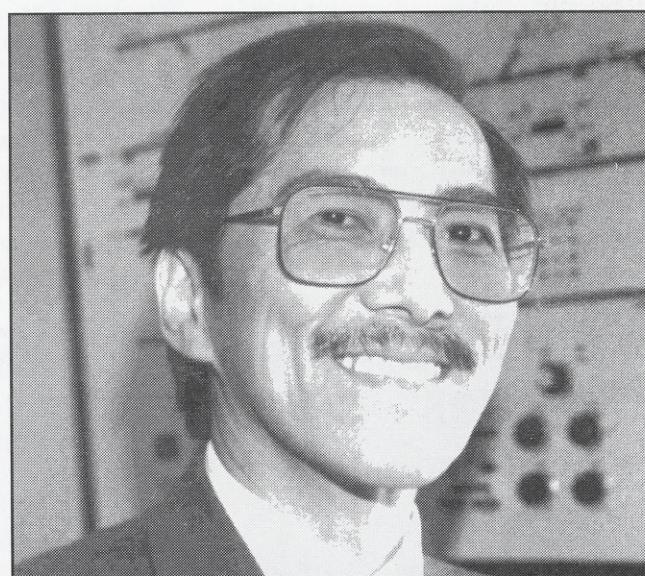


Transportation Employee of the Fall Quarter

Name: Robert Alan Louie
Division: Central Control
Position: Transit Manager I
Years with Muni: 16
Background:
Birthplace: San Francisco
Education: George Washington High School, City College of SF, B.S. from SF State University, graduate work in comparative biochemistry at SFSU
Previous Employment: SF Unified School District, teacher in 1973; Muni operator in 1975, Inspector in 1983 and Manager in 1986.
Hobbies and Interests: Gardening, instructing students on the principles of fighting in Chinese Martial Arts and writing historical articles on Chinese Martial Arts.
Marital Status: Married for 20 wonderful years to Eleanor. She is Assistant Director of Nursing at UC Hospital.
Children: Nicole, 17, and Jason, 11.
Words of Wisdom: "To resist change is like holding your breath. Sooner or later, you die."

December Systemwide Operator of the Month

Runner-up
Name: James C. Holland
Division: Presidio
Years with Muni: 15
Background:
Birthplace: Pittsburgh, PA
Education: One year of college
Previous employment: Research technician in organic chemistry at Abbott Labs in North Chicago
Hobbies and Interests: Computers, model railroading, 35 millimeter photography, and video
Words of Wisdom: "This is not original but time-tested: 'to err is human, to forgive, divine'."



Transportation Employee of the Fall Quarter Robert Louie of Central Control.

Photo: Gretchen Hildner

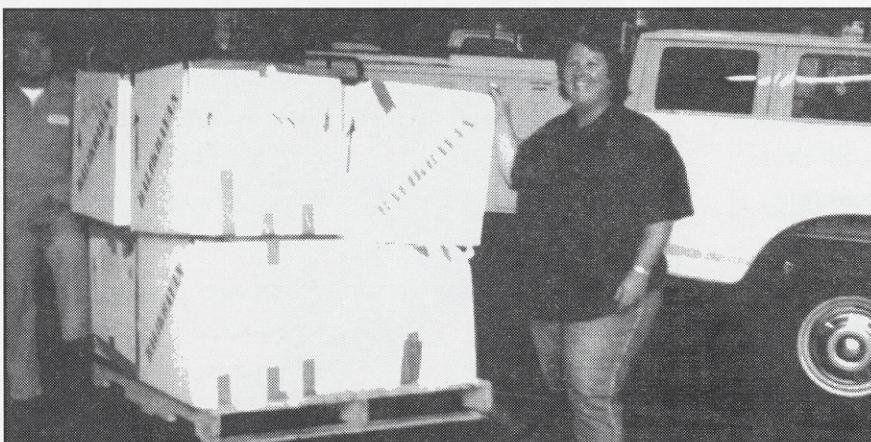
News



A Big Thank You!

The Philippine Consul General thanks Muni for donations made to the victims of the Mt. Pinatubo eruptions. Lori Directo of Ways and Structures

Ways and Structures Alex Lee, Track Superintendent Robert Ramirez, Equipment and Crafts Supervisor Ken Butori, Bob Sheneman, Community



Lori Directo of Ways and Structures poses with a shipment of clothes and food for victims of the Mt. Pinatubo eruptions.

reports that through the Consul General's Office in San Francisco, some 40 boxes of food and clothing were shipped to the Philippines and \$220 in checks were made payable to Philippine International Aid.

Special thanks to General Manager Johnny Stein, Deputy General Manager Phil Adams, General Superintendent of

Affairs, Galen Sarno, Presidio, Track Maintenance Supervisor Susan Kircher, Track Maintenance Driver Tom Aquilina, Tony Militante, Presidio, Sally Santorio of Woods and all the Personnel of the Track Maintenance and Ways and Structures Departments.

Muni Employees Win Combined Charities Prizes

The following Muni employees were Grand Prize Drawing winners in the SF Employees Combined Charities Campaign: Robert Ramirez, Patricia Collins, Susan Chelone and Dana Moffet. Their prizes were tickets

to musical performances and memberships to local museums.

In addition, Kermit Garnes won an Early Bird Prize for being among the first to contribute to the campaign.

Congratulations to all of you.

The Awards Keep Coming

Muni won two awards in the 1991 Graphics Competition sponsored by Friendship Publications, publisher of *Bus Ride Magazine*. Muni won First Place in the Overall Graphics Category on the basis of a number of passenger brochures including "Easy Rider," the "Muni Access Guide" on elderly and handicapped transportation, "The Employee Recognition" Brochure" and the "1991 Street and Transit Map." Muni was also a Runner-up in the Urban Transit Map category.

Sixth Annual Cable Car Senior Luncheon Held

During the Holiday Season, crews from the Cable Car Barn once again hosted the Christmas Senior Citizens luncheon for 250 seniors from community centers in San Francisco.

The luncheon was held at Old St. Mary's Church on California at Grant with food and paper products donated by the Westin St. Francis Hotel, Original Joe's, the Sir Francis Drake, Scoma's Holiday Inn at Union Square, the Huntington Hotel, the Mark Hopkins Hotel, the Hyatt Regency Embarcadero Hotel, Just Desserts, and Walgreen's.

In addition to the luncheon, crews also held a raffle for the seniors with prizes donated by Chuck's Barbecue Swenson's Ice Cream Parlor, Baker's Square Restaurant and Pie Shop and McCann's TV and VCR Repair Service.

Entertainment was provided by the SF Girls Chorus.

Hats off to the cable car crews for making this annual event a success once again!

Riders Speak

General Manager, Muni

On behalf of the United States Army, I extend our deepest gratitude for the support you gave to SSG John Lewis during his deployment for service in Operation Desert Storm.

This is the type of positive support that enabled our soldiers to concentrate on the mission and achieve a speedy victory. Knowing things were being taken care of back home was great comfort to them.

You and your employees can be proud of the important role you played in the success of the operation. I just want you to know that your sacrifices are recognized and sincerely appreciated by the soldiers and families of the 50th General Hospital and those of us who wear the uniform of an Army Reservist. Many, many thanks!

Sincerely,

David P. de La Vergne
Brigadier General
US Army Reserve
Fort Lawson, Washington

More Hotels Advertising Muni Passport

Four more hotels have agreed to display brochures describing Muni's Passport program in their lobbies, bringing the number of hotels that tell their guests about the program to 147.

The new hotels informing their guests about Muni's one, three and seven-day Passports are the Triton, the Harbor Court, the Tuscan Inn and the Monticello Inn.

News



Major Damage on LRVs Repaired

Larry Yurchenko, Supervisor of the New Geneva Body Shop, reports that work is going well

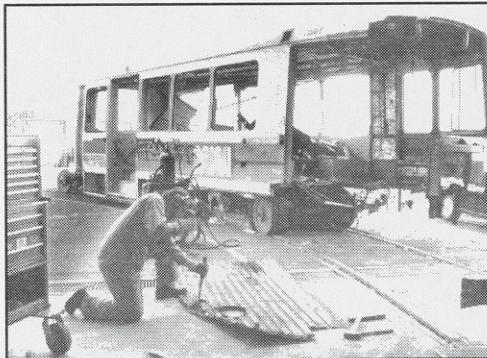


Photo: Carmen Magana

Irreparably damaged LRV 1297 gives its remaining good parts so that cars 1271, 1234 and 1252 can live.

on the repair of three LRVs that received major damage in collisions. Cars 1271 and 1234 are receiving finishing touches

and should be back on the streets shortly. Crews are currently doing major repair work on car 1252.

What is enabling the New Geneva Body Shop to put these three damaged LRVs back on the street in a relatively short period of time is the fact that they are salvaging and using parts from another LRV. Car 1297 was damaged during the Metro start-up and should have been scrapped but luckily was saved.

At a time, when the ailing Boeing fleet needs all its cars in service, Larry Yurchenko and the New Geneva Body Shop deserve accolades for the expert work they are doing.

New Muni Operators

The following people graduated from new operator training on November 4th: Analaura Jenkins, Charles Tate, Ronald De' Arman, Thomalyn Lincoln, Roberto Velasquez, Jorge Chavez, Darryl Taylor, Lavada

Wright, Kin Leung, Amos Aouthall, Stanley Lee, Emilio Rodriguez, Larry Agee, Deborah Thomas, Denise Thomas, Sonja Kelly. Congratulations to all of you and welcome to the Muni family!



Photo: Kurt Wong

New Muni operators.

More News



Photo: Carmen Magana

Public Utilities General Manager Tom Elzey, Supervisor Jim Gonzalez and Chief Vehicle Engineer Bob Highfill at the official signing of the City's contract for new LRVs with Breda Construzione Ferroviarie.

Presidio Fundraiser Slated

The Presidio Division Activities Committee is planning a barbecue fundraiser for Wednesday, February 12th in the Gilley Room. Tickets are \$10.

The barbecue will be held from 9:30 a.m. to 3:30 p.m. Proceeds will be used to purchase new games for the Gilley

Room and new basketball and softball uniforms.

Word is that the cooks at Presidio Division are mighty fine so don't miss this opportunity to eat some good food and help Presidio in its fundraising efforts at the same time.

Nancy Walker Appointed to SFPUC

Former San Francisco Supervisor Nancy Walker has been appointed to a seat on the San Francisco Public Utilities Commission.

She replaces PUC Commissioner Rodel Rodis, who was appointed to the Community College District Board of Governors earlier this year.

Walker served on the Board of Supervisors for 11 years, including one term as board president and two terms as



New Public Utilities Commissioner Nancy Walker and Muni General Manager Johnny Stein.

George Newkirk on the Mend

We're happy to report that Labor Relations Director George Newkirk was released from Kaiser Hospital to be home with his family for Christmas in December.

George's recovery, as his friends and family well know, has been a true miracle of the Holiday Season. Don't expect to see him back at Muni anytime soon as he is still recuperating.

Our best wishes to you and your family, George. We're thankful you pulled through.

Route Changes

In November, Muni extended service on two runs of the 38 Geary Limited to and from the Transbay Terminal to CalTrain at 4th and Townsend in the morning and afternoon to provide additional service for Peninsula commuters.

In addition, on January 4th, service will be extended on the I-California line to Howard and Beale Streets to provide transportation to the rapidly growing South of Market area.

chair of the finance committee. She has also been a member of the board of directors of the Golden Gate Bridge District and as San Francisco's representative to the regional Committee for Water Policy Consensus.

She is currently a health policy planner at UCSF's Institute for Health Policy Studies, and also serves as Northern California board president of the California Abortion Rights Action League.